

**Active
Advantage****Inactive
Advantage**

	Active Advantage	Inactive Advantage
Support hours per developer	10 hours	1 hour
All new releases	✓	—
Access to 1st line support	✓	✓
Guaranteed initial response time, working days 10–18 CET (CEST)	24 hours	36 hours
Access to 2nd line support by core developers	✓	—
Chat support	✓	—
Emergency hotfixes	✓	—
Guiding and advice on implementing Highcharts (with third party systems and platforms)	✓	—